

# VIGNESHWARAN. K

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## OBJECTIVE

To pursue a career in an organization where I can explore and upgrade my skills to the best and gain experience in a challenging work environment so that I can enjoy my work in conjunction with goals and motives of the organization.

## Core Competencies

- A Mechanical Engineering Graduate with experience in Area Sales manager, Technical Support & Service
- Around 5 years of strong experience in the field of Gear Box and Motor Production Industry
- Worked extensively with major clients like Uranium Corporation, Ramco Cements, Chettinad Cements, Schwing Stetter, Eimco KCP, JSW Steel, Fowler, Ramson, Utkal Alumina, Aditya Birla, TATA

### ➤ PROFESSIONAL EXPERIENCE:

CONCERN: M/s. MAESTRO IN DRIVE, COIMBATORE.

Roles & Responsibilities: - Assistant Sales Manager – JAN 2021 – PRESENT

- Handling Power Transmission Products Like Gearbox, Motors, Industrial Cooler Sales for Coimbatore region.
- Meeting the sales target of the organization through effective planning and budgeting.
- Responsible for maintaining & improving the relationship with customer
- Interacting with Principal Manager for better support in terms of sales & services.
- Being bridge between the principal & customer for better technical support.
- Understanding the customer requirement & providing technical solutions to them.
- Following up with Principal Manager for better delivery.
- Collecting the pending payment from the customers.

## **CONCERN: M/s. BDI INDIA PVT LTD (STM – PROJECT), COIMBATORE.**

### **Roles & Responsibilities: - Technical Support – Engineer \_March 2018 to December 2020**

- Strong Knowledge on Technical Marketing - Technical Support & Design
- Providing technical support for Worm/Inline/Bevel helical/Parallel/High Torque parallel & Bevel helical/Planetary & Bevel planetary gearbox and AC motor.
- Technical support to OEM & MRO customers & Dealers to diagnose the critical new selection for critical application.
- Frequent visits to customer's plants & factory for new gearbox selection to the specific application based on customer requirement and on site requirement applications.
- Foreseeing the bottleneck on the gearbox selection for a specific application and providing technical support for customer.
- Submitting Design and Data sheets of Gearboxes & Motor to Customer for project approvals.
- Providing GA drawings for execution, And Non-Standard Design for customer approval.
- Working under directly with product manager for the customer required NON-STANDARD design execution like shaft, flange and base frame for gearboxes.
- Coordinating with customer design team for any new design & reverse engineering process.
- Successful implementation of our Non-Standard Design for applications in Cement Sector- Ram co, Chettinad & Dalmia Cement, Uranium Corporation of India, Utkal Alumina, JSW Steels, IL&FS
- Responsible for Back-office support- Processing customer Purchase order & sales order processing for gearbox production.
- Monitoring the financial health of the company
- Manage customer service operations for rendering & achieving quality services.
- I should be in the position to suggest the right product & service to customer
- I should regularly interact with team on quality of products, performance & get

- updated to factory
- Ensuring the urgent & critical work request from customer with functional manager
  - Providing technical training & product training to customer & for their technicians in their location
  - Coordinating with service manager for customer service calls.
  - By site seeing (All over India) Identifying the problems whether it is from customer side or from gear box or from motor
  - If problems from customer side, giving technical support directly (Gear box load, Torque etc.)
  - If problems from gearbox, coordinating with production team for solution & giving service report (gearbox noise, vibration, heating issue etc.)
  - If problems from motor side (if motor supplied by us) coordinating with motor supplier for solution.
  - Ensure that the team is trained on soft & hard skills as per norms
  - Execute the spare PO for service & providing service charges for repaired gearboxes
  - Monitoring the installation process on site
  - Meeting with customer to addressing the problem and for further sales.

**CONCERN: HINDUSTAN ELECTRIC MOTORS (Manufacturer). Bangalore**

**Roles & Responsibilities: - Sales Coordinator – October 2016 to February 2018**

- Client engagement: Worked with clients and provided general support under direct supervision of Management Consultant. Managed client files and followed up key actions.
- Coordinating with design team for non-standard motor development.
- Taking care of service after sales for the machine sold by company
- Responsible to resolve customer complaints on performance bottlenecks.
- Coordinating with Customer for service-related issue, identifying the problem whether it is from Customer side or Company product side.
- If Problems from Customer end, identifying technical error (Connection, Motor load etc.) Coordinate with Technical team for solution

- If issues from Company Product (warranty period), Coordinating with our Service Department for solution
- If product was not in warranty period coordinating with our authorized service team for solution
- Identifying performance of service centers to report to our factory.
- Coordinating with production for customer delivery request.
- Supporting the sales Engineer for product growth (quotation submission, Price submission)
- Payment follow up with the customers.

➤ **TECHNICAL QUALIFICATION:**

AUTOCAD

SOLID WORKS

PRIMAVERA - P6

➤ **AREA OF EXPERTISE:**

TECHNO COMMERCIAL SALES & SOLUTION

KEY ACCOUNT MANAGEMENT

MARKETING MANAGEMENT

SERVICR MANAGEMENT

➤ **PERSONAL INFORMATION:**

Date of Birth	-	03/11/1994
Father Name	-	Mr. S. KATHIRAVAN
Nationality	-	Indian
Religion	-	Hindu
Language known	-	Tamil & English.

**DECLARATION**

I hereby declare that the above information furnished is true to my knowledge.

Place: Coimbatore

Date:

[K.VIGNESHWARAN]